

5DX-66D

S E R V I C E N O T E

Supersedes:
5DX-66C

5DX Series 3 and 5000 Systems

Series 3:

N7269A = [0000A00000 / 9999Z99999]

N7270A = [0000A00000 / 9999Z99999]

Series 5000:

N7271A = [0000A00000 / 9999Z99999]

N7272A = [0000A00000 / 9999Z99999]

X-axis and Y-axis E-chain Cable Wear

To Be Performed By: Agilent-Qualified Personnel

Parts Required:

P/N	Description	Qty.
N7200-68007	E-Chain Cable Shield Kit	1

ADMINISTRATIVE INFORMATION

SERVICE NOTE CLASSIFICATION:	
MODIFICATION AVAILABLE	
ACTION CATEGORY: AGREEABLE TIME	RELIABILITY ENHANCEMENT
LOCATION CATEGORY: [] ON-SITE	AVAILABILITY: End Of Support
AUTHOR: Joachim Low	PRODUCT LINE: 80
ADDITIONAL INFORMATION: : Installation is only for customers under hardware Support Agreement. Customers whose hardware support agreement has expired but pending renewal will need to pay for repair first. Installation should occur only when the system has no Mylar installed or when the Mylar strip is broken. If you need to replace both the X-axis and Y-axis E-chain Mylar strips, please order two quantities of N7200-68007.	
Reference the service note number in the Activity Description of the Service Request (SR)	

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Situation:

Several 5DX systems in the field have experienced cable wear in the X-axis and Y-axis E-chain (Electrical Chain) due to sharp edges on the inner radius where the cables wrap around. With prolonged system use the sharp E-chain edges wear through the cable insulation and expose the conducting wires. Accidental shorting between the exposed wires may cause unexpected hardware failure.

A previously issued Service Note 5DX-66B and 5DX-66C attempted to address this issue by installing the E-chain Cable Shield Kit (P/N N7200-68007). It contains a Mylar strip made of smooth white plastic that slips between the E-chain edges and the cables. It acts as a protection shield against the sharp edges, reducing friction and therefore prevents cable wear.

However it is reported that this Mylar strip degrades and could break after prolonged system use. When this happens, the Mylar strip's function is compromised and the E-chain cables begin to suffer wear and tear again.

Solution/Action:

- 1) Customer to check for possible cable wear and wire exposure on the X-axis and Y-axis E-chains of their current systems. Also note the number of systems without the Mylar strips installed.
- 2) Replace the defective cables. Order and install the E-Chain Cable Shield Kit for X-axis or/and Y-axis E-chains for the above systems. Installation procedure is included in the Kit.
- 3) In the Monthly Preventive Maintenance Procedure checklist for customer, include the task to check for potential cable wear and Mylar strip breakage.